

# **GCXG India Private Limited (subsidiary of FLAG Group)**

## **Service Management Policy**

We are committed to delivering top-class, reliable and efficient Global Network Operations as a service to our customers and their end-users. Our customer-focused approach is grounded in global best practices and compliance standards, ensuring that every interaction maximises satisfaction, creates business value and builds lasting trust.

We strive to enhance the customer experience through a strong service mindset and are driven by continual improvement. This is achieved by adhering to a Service Management System aligned with our core organisational values and strategic sustainability goals.

All employees are accountable for upholding this policy and actively contributing to service excellence.